

Leaseholders



WELCOME

Our Promise

Buying your home or a new home can be a complicated process. Our service is designed to make sure that our customers are given appropriate explanations to make purchasing a home as easy as possible.

We will:

- Work to continually improve customer satisfaction and provide a consistently high standard of service.
- Keep our Leaseholders informed about any matters that may affect them.
- Ensure that Leaseholders receive clear and timely information concerning the cost of services as their rights and responsibilities as Leaseholders throughout their period of ownership.
- Ensure that all Leaseholders are consulted before changes are made to services that affect them.
- Raise Leaseholders awareness of and involvement in, Leasehold services through written information and consultation.
- Investigate all complaints positively and in accordance with our procedure and where possible aim to find a resolution within 10 working days.
- Ensure that all Leaseholders or potential Leaseholders have fair and equal access to any information requested and no person or group of persons will be treated less favourably than others. We will make arrangements for Information to be made available in a number of different formats and languages.

